

<b>Notice of References Cited</b>	Application/Control No. 10/629,727	Applicant(s)/Patent Under Reexamination OLNEY ET AL.	
	Examiner Scott L. Jarrett	Art Unit 3623	Page 3 of 3

**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

**FOREIGN PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Information Technology Infrastructure Wikipedia.org, Retrieved June 18, 2007
	V	IT Service Management Wikipedia.org, Retrieved June 18, 2007
	W	
	X	

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

<b>Notice of References Cited</b>	Application/Control No. 10/629,727	Applicant(s)/Patent Under Reexamination OLNEY ET AL.	
	Examiner Scott L. Jarrett	Art Unit 3623	Page 1 of 3

**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	A	US-6,154,753	11-2000	McFarland, Jonna A.	715/508
*	B	US-6,256,773	07-2001	Bowman-Amuah, Michel K.	717/121
*	C	US-2002/0123983	09-2002	Riley et al.	707/1
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

**FOREIGN PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	InteQ Annouces IT Service Management Best Practices Series PR Newswire, April 28, 1999
	V	Greiner, Lynn, Pink Elephant Leads Quiet Stampede to ITIL Computing Canada, September 1, 2000, Page 15
	W	Kumar, Ashish, Managing Changes in Large Programs AACE International Transactions, 2000
	X	National Organization ITMSI Brings InetQ's Web-based IT Best Practices Training Course to North American Customers Business Wire, February 7, 2001

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

<b>Notice of References Cited</b>	Application/Control No. 10/629,727	Applicant(s)/Patent Under Reexamination OLNEY ET AL.	
	Examiner Scott L. Jarrett	Art Unit 3623	Page 2 of 3

**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

**FOREIGN PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Dubie, Denise, Remedy, Peregrine release help desk software Network World, Vol. 20, No. 21, May 26, 2003, Page 9
	V	Peregrine Systems' ServiceCenter 5.1 and 5.0 Complete ITIL Certification PR Newswire, June 2, 2003
	W	IBM and the IT Infrastructure Library IBM Global Services, July 2003
	X	Best Practice For Service Support Great Britian Office of Government Commerce, 2000, ISBN 0113300158

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.